


RTO 6419		
<b>Fees, Charges and Refund Policy</b>		
Version: 5	Approved: November 2023	
Administered: General Manager	Next Review: July 2026	

## Policy Statement

Wingate Avenue Community Centre is committed to providing accessible, quality courses that support community members to achieve their education and employment goals. The purpose of this policy is to outline our framework for determining fees for courses, resulting in consistent and affordable course fees, and to set out our strategies for the appropriate advertising, collection and recording of fees and charges.

## Scope/Background

**Wingate Avenue Community Centre Inc. (WingCC)** is a Registered Training Organisation (RTO) (TOID 6419) that delivers nationally recognised training and assessments in vocational education and training (VET). WingCC is registered to deliver and assess the following scope (accredited courses):

- 22636VIC Course in Initial EAL
- 22637VIC Course in EAL
- 22638VIC Certificate I in EAL (Access)
- 22639VIC Certificate II in EAL (Access)
- 22640VIC Certificate III in EAL (Access)

WingCC delivers:

- Accredited courses through the Adult Migrant Education Program (AMEP) and Skills First program.
- Pre-accredited courses through the Adult Community and Further Education program.

## Principles

The following principles apply when setting, collecting and refunding fees:

1. Fairness and equity are a key principle:
  - a. Fees will be kept as low as possible to enable access to courses, and fee waivers will be applied in response to student needs, taking into consideration contractual obligations.
  - b. Fees will never be asked for in advance.
  - c. Fees will not be charged for courses students are unable to attend, have withdrawn from, or that WingCC is unable to deliver. Any fees paid in these circumstances will be refunded.
  - d. Fee waivers may be applied to students who are experiencing financial hardship.
  - e. Non-payment of fees will never influence WingCC acceptance of students.
2. Transparency is a key principle. All communication regarding fees will be offered prior to enrolment and will be clear and accessible.
3. Financial processes will be accurate, transparent, reliable and use a zero-fraud tolerance approach:
  - a. As an RTO the Australian Quality Training Framework (AQTF) Condition 5, Financial Management will be followed in relation to fees and refunds.
  - b. As an RTO, the VRQA VET Guideline 1.3 will be applied through 'a financial management system that includes management of student fee payments and student refunds'.
  - c. Students will never be charged fees for recognition of qualifications and statements of attainment issued by other RTOs (AQTF Condition 7).
  - d. Skills First VET Funding Contract and related *Guidelines about Fees* will be followed and reviewed annually by both management and administration.

- e. As a provider of Adult, Community and Further Education (ACFE) subsidised courses, WingCC follows 'ACFE Board Pre-Accredited Training Delivery Guide' for the setting and collection of tuition fees, services and amenities fees, and to issue refunds.

## Responsibilities

The **General Manager** will:

- Have the organisation's accounts certified by an independent, qualified Accountant each financial year, in accordance with Australian Accountant Standards, reported in an annual Financial Report that is made publicly available.
- Provide any financial reports to registering bodies, as required.
- Review and approve fees annually.
- Maintain monthly financial reports and quarterly financial data analysis that demonstrates the financial viability of the organisation at any time.
- Create a culture where staff are aware of and comply with this organisation policies and procedures.
- Lead a zero tolerance to financial fraud.

The **General Manager/Education Lead** will:

- Oversee pre-engagement information provided to students about fees, charges and refunds, reviewing for accessibility and that it is up to date.
- Set fees annually and make publicly available.
- Approve enrolment forms and supporting information annually.
- Inform the General Manager and Education Coordinator if any courses are unable to be delivered.
- Lead compliance of regulatory body requirements.

The **Education Coordinator** will:

- Calculate fees annually and provide them to the General Manager/Education Lead for review and approval.
- Inform students of fees, charges and refund information at or before enrolment.
- Keep a record of any refunds applied and obtain General Manager/Education Lead sign-off when refunds are applied.
- Coordinate the refund of any fees for courses that are unable to be delivered.

## Legislative Context

Australian Qualifications Framework (AQFT)

Data Provision Requirements (2020)

Financial Viability Risk Assessment Requirements (2021)

National Vocational Education and Training Regulator Act (2011)

Standards for Registered Training Organisations (RTOs) (2015)

## Related Documents

Assessment Validation Procedure

Continuous Improvement Policy

Enrolment Policy

Finance Policy and Procedure

Fraud Risk Management Policy

Guidelines for VET Providers

Internal Auditing Policy and Procedure

Legislation Compliance Policy

Management of the RTO Policy  
Quality Assurance Procedure  
Training, Assessment and Evaluation Policy  
VET Funding Contract

**Superceded Version**

Fee Charges and Refund Policy and Procedures	Version 4.2	June 2019
Fee Charges and Refund Policy and Procedures	Version 4.1	March 2017
Fee Charges and Refund Policy and Procedures	Version 4	October 2014
Fee Charges and Refund Policy and Procedures	Version 3	March 2014

Approved by: .....  ..... General Manager by Delegation of Authority

